

What can I do if I am not satisfied with the outcome of my complaint?

You may contact the Police Department's Office of Accountability, which oversees the Police Department's complaint process and can help you understand the process involved in fielding, tracking, investigating, and keeping records of all complaints submitted to the Police Department.



Where can I file a compliment, complaint or comment?

Online:

http://www.bellevuewa.gov/police_comment_form.htm

Phone:

(425) 452-4552

Fax:

(425) 452-6016

In Person:

In the Police Department lobby at Bellevue City Hall.

E-mail:

BPDAccountability@bellevuewa.gov

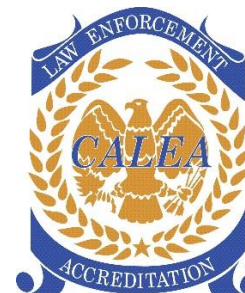
By mail:

Bellevue Police Department
Office of Accountability
450 110th Avenue NE
Bellevue, WA 98004

A note from the Chief:

The Bellevue Police Department pledges to investigate any complaints against its members objectively. We recognize the vital importance of maintaining the public's trust and confidence. We take your concerns seriously and promise a thorough investigation and prompt response to any complaints you may have.

Stephen L. Mylett
Chief of Police



Gold Standard Agency

Commission for the Accreditation of
Law Enforcement Agencies

Bellevue Police Department

*Respect, Integrity,
Accountability, Service*



Office of Accountability

Compliments

Complaints

Comments

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How do I compliment a Police Department employee?

We take great pride in our work and appreciate knowing when we have provided exceptional police service and made a difference.

If you wish to compliment one of our employees for a job well done, you can do so by calling, writing, or emailing the employee's supervisor.

Your comments will be shared with the employee, her or his supervisors, and the Chief of Police. Your compliment will be placed in the employee's personnel file and will be included in their annual performance evaluation.

To submit your compliment, please call (425) 452-6917 during regular business hours and request to speak to an on-duty supervisor. You may also submit your compliment online at:

http://www.bellevuewa.gov/police_comment_form.htm

How Do I file a complaint?

You may file a complaint in the manner that is most convenient to you; in person, by phone, or online at our website. Complaint forms are available in the Police lobby of City Hall or online. Our address, phone, fax, and website are listed on the back of this brochure.

What complaints does the Police Department investigate?

The Police Department investigates allegations of employee misconduct and alleged violations of Department policies, procedures, or the law. Disputed involvement in criminal investigations or traffic violations may be addressed through the judicial process afforded by the courts.

What happens to my complaint once I've filed it?

The employee's immediate supervisor will investigate complaints expressing dissatisfaction with service and many allegations of violations of policy. The Police Department's Office of Accountability will investigate the most serious allegations of misconduct.

You will be contacted and asked to give a statement in person, over the phone, or in writing. Some interviews may be recorded. You will be asked to provide us with as much detail about the incident in question as possible, including any other evidence or witnesses.

How long will it take to investigate my complaint?

Investigations are normally completed within 45 days. If the investigation requires more time, we will notify of you and explain the circumstances of the delay.

Will you notify me of the outcome?

Yes. Complaint investigations are resolved with one of the following dispositions:

Sustained: the allegation is substantiated by sufficient factual evidence.

Not Sustained: There is insufficient factual evidence to prove or disprove the allegation.

Unfounded: The allegation has been disproven by factual evidence.

Exonerated: The incident occurred but was lawful and proper.

Policy Review: The investigation into the complaint revealed a need to review Department policy, standards, and/or training.

Once the investigation is complete, you will be notified of the outcome.